

FIG. 1

100

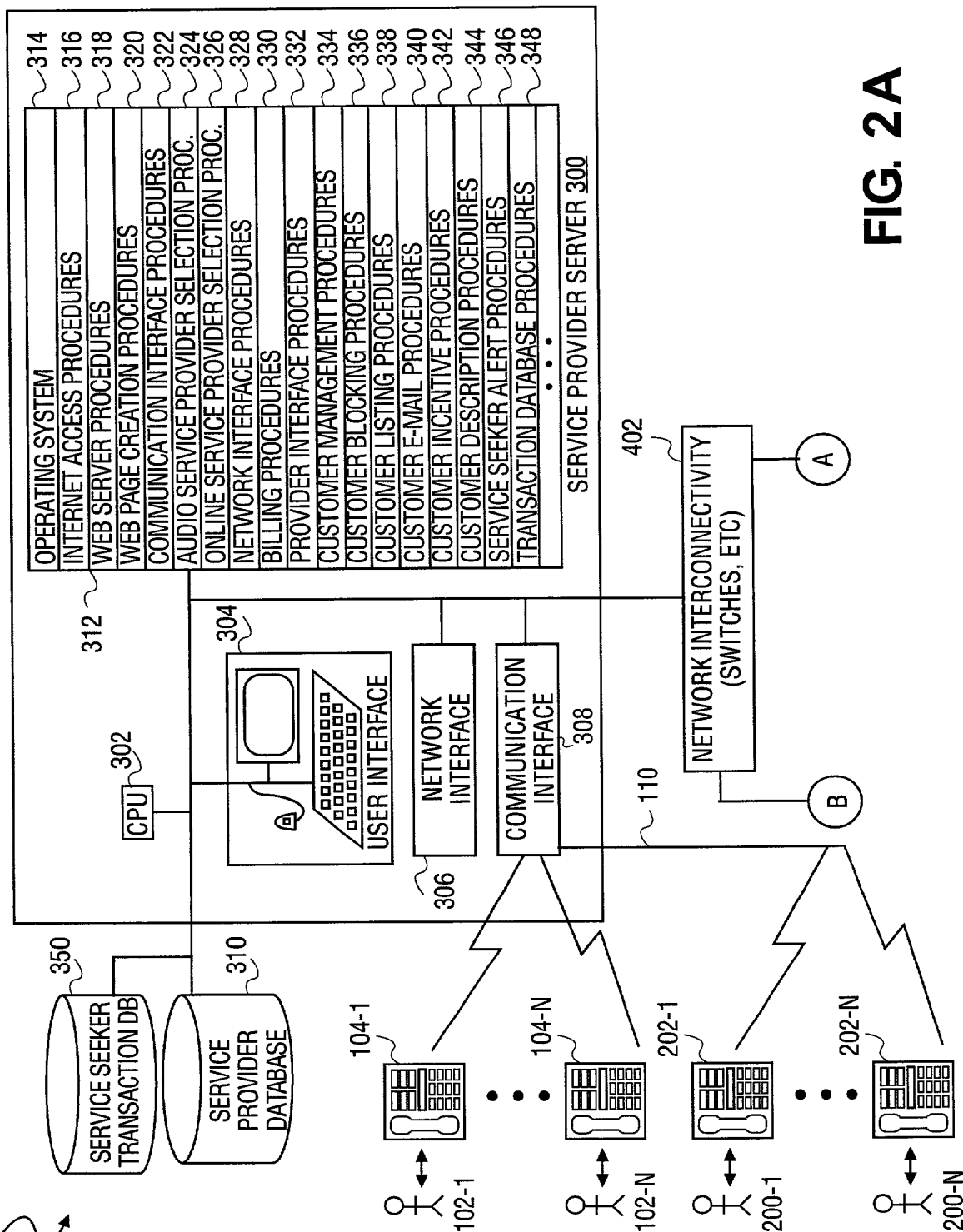


FIG. 2A

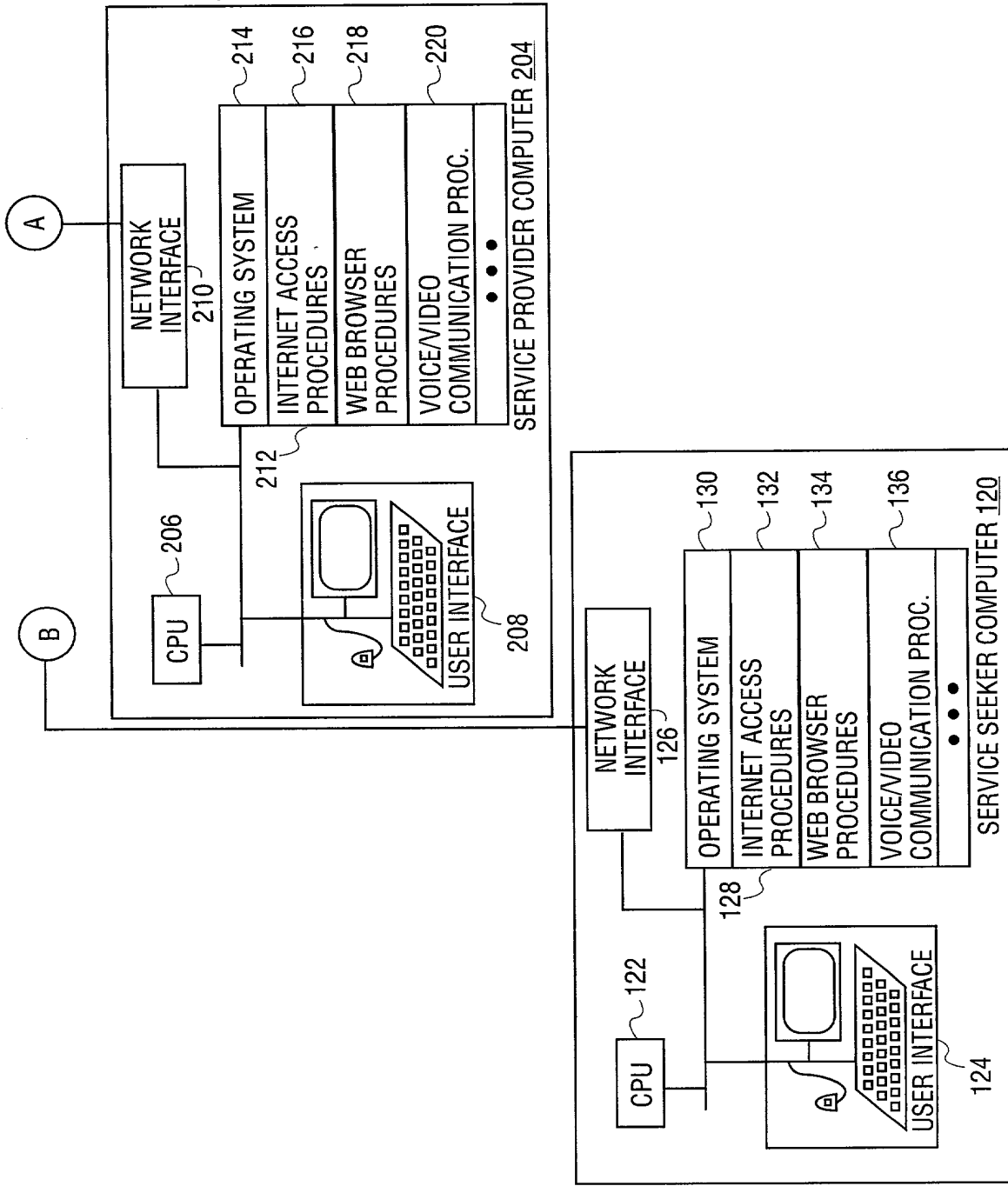


FIG. 2B

My Keen > My Customers

My Customers

Main View | Customer Lists

Manage your relationships with your customers by sending Keen Mail correspondence to them, writing notes to yourself about conversations you've had, or organizing them into customer lists. Below, you can see who called you when, what type of correspondence you had and how much the customer spent with you. [Learn more about My Customers](#)

Compose E-Mail Block Assign to List

522	524	526	528	530	532	534	536	538	540
<input type="checkbox"/>	<input type="checkbox"/>	Customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Last Contact Date	Total Earnings	Customer Type
<input type="checkbox"/>	<input type="checkbox"/>	Brian Firebrand	0	0	0	0	11/07/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Lady Capper	0	0	3	3	11/07/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Member 831675	0	0	3	3	11/06/2001	\$3.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	ebbe	0	2	6	6	11/06/2001	\$20.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	scott	2	0	3	3	11/06/2001	\$30.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Sarah Sunshine	1	0	0	0	11/02/2001	\$1.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	daric	0	0	2	2	10/31/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Rah Tiger	0	0	0	0	10/31/2001	\$0.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	KenMCSE	2	0	3	3	10/29/2001	\$9.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	like14141	1	0	1	1	10/18/2001	\$2.50	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	Shelly2641	0	0	1	1	10/18/2001	\$0.75	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	rhiron	1	0	0	0	10/18/2001	\$1.80	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	TestStevenLurie	1	0	1	1	10/10/2001	\$3.00	Unassigned
<input type="checkbox"/>	<input type="checkbox"/>	saurabhmital	0	1	1	1	10/03/2001	\$2.00	New Customers
<input type="checkbox"/>	<input type="checkbox"/>	jerry2jusa98	0	0	0	0	10/01/2001	\$0.00	New Customers

CUSTOMER MANAGEMENT SCREEN 500

FIG. 3

My Keen > My Customers

My Customers

Main View | Customer Lists

Member Name: scott ~ 602

Alert: Urgent - Follow Up Now! • 604

☒ Send Keen Mail ~ 608

Send Invitation ~ 610

Customer Type: -unassigned-

Update

612

614

Member Since 11/08/00

Contact Summary 620

Total Amount Earned: \$0.00 * Average Feedback Given: ☆☆☆

Type of Contact	Amt. Earned	# of Contacts	# of Minutes	Last Contact (in days)
Live Advice Calls:	\$0.00	2	4	42
Recorded Advice Calls:	--	0	--	--
Keen Mail Sent:	--	3	--	23
Keen Mail Received:	--	1	--	629

* calls only

630

Contacts ~ 632

▽ Date	Type of Contact	Amount Earned
11/06/2001	Sent Keen Mail	\$ N/A
10/18/2001	Live Advice Call	\$0.00
10/18/2001	Live Advice Call	\$0.00
10/11/2001	Received Keen Mail	\$ N/A
10/11/2001	Sent 3 Free Minutes	\$ N/A

636

634

Notes

640

CUSTOMER DETAIL SCREEN 600

FIG. 4

630 Contacts ~ 632	634 Type of Contact	636 Amount Earned
11/06/2001	Sent Keen Mail	\$ N/A
10/18/2001	Live Advice Call	\$0.00
10/18/2001	Live Advice Call	\$0.00
10/11/2001	Received Keen Mail	\$ N/A
10/11/2001	Sent 3 Free Minutes	\$ N/A
640		NEXT

Notes

◀			▶

Don't forget to click "Update" to save your changes.

Figure 1 shows a user interface for a play review. At the top, there are two buttons: "Update" (650) and "Cancel" (652). Below these buttons is a "Feedback" section (670). This section contains a "Date" field (660) with the value "03/13/2000", a "Rating" field (662) showing five stars, and a "Feedback" text area (664) containing the text "Brilliant rundown of plays!".

CUSTOMER CONTACT SCREEN 630

FIG. 5

My Keen > My Customers

Customer Lists

Main View | Customer Lists

Customer Lists allow you to manage all your customer lists, including creating, editing, renaming or deleting customer information to keep your customers organized.

Create New

702

710

712

714

716

Delete

List Name

Customers

Manage

43

94

0

137

New Customers

Unassigned

Blocked

All Customers

Home

Get Advice

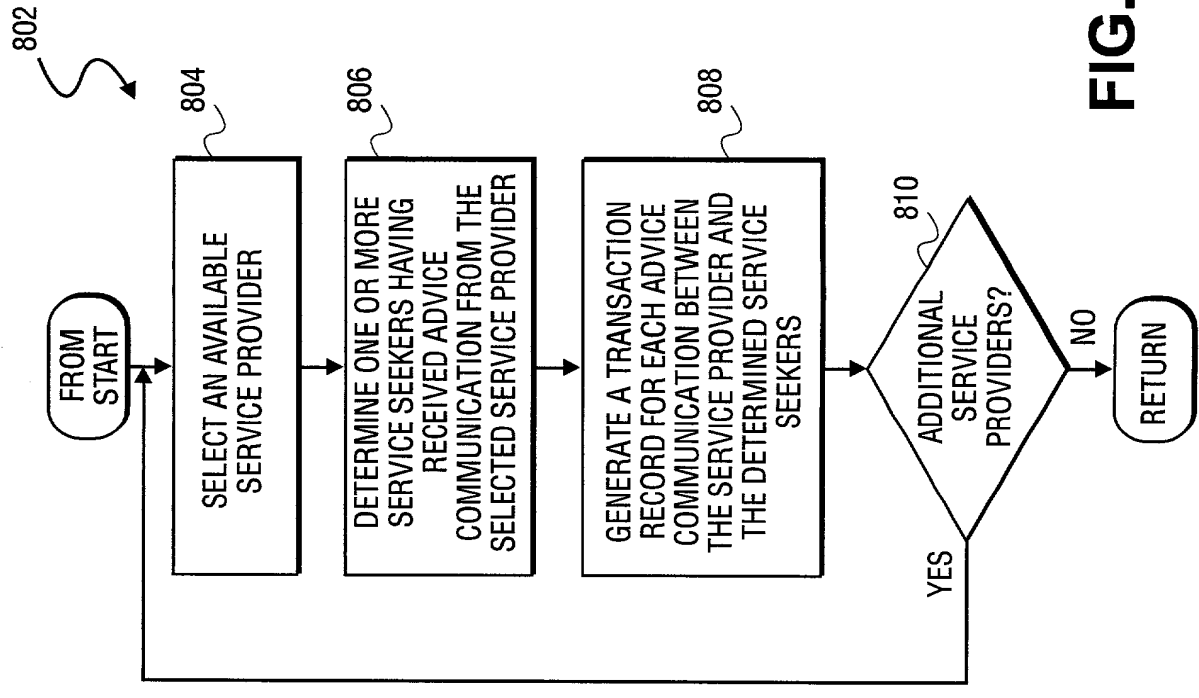
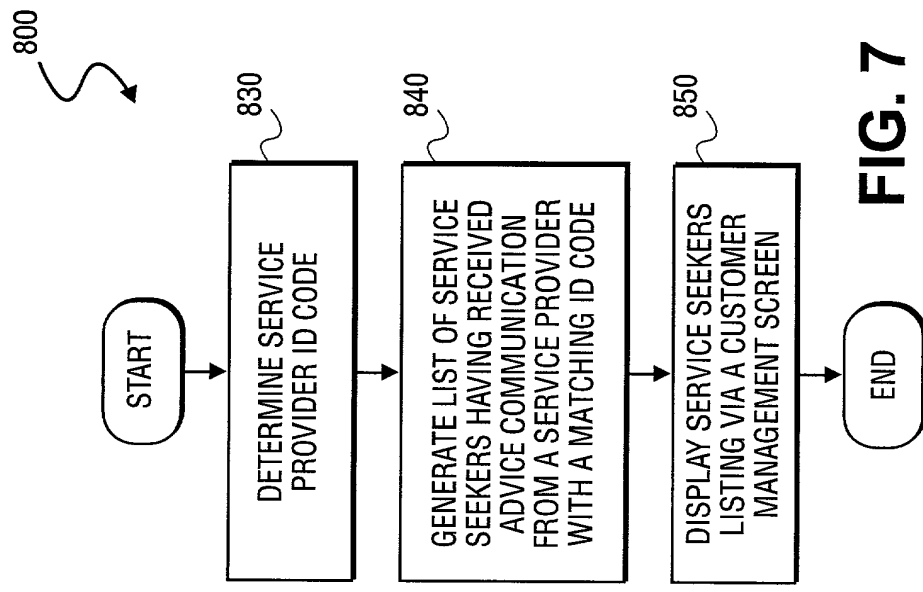
My Keen

Give Advice

Help

CUSTOMER LISTS SCREEN 700

FIG. 6



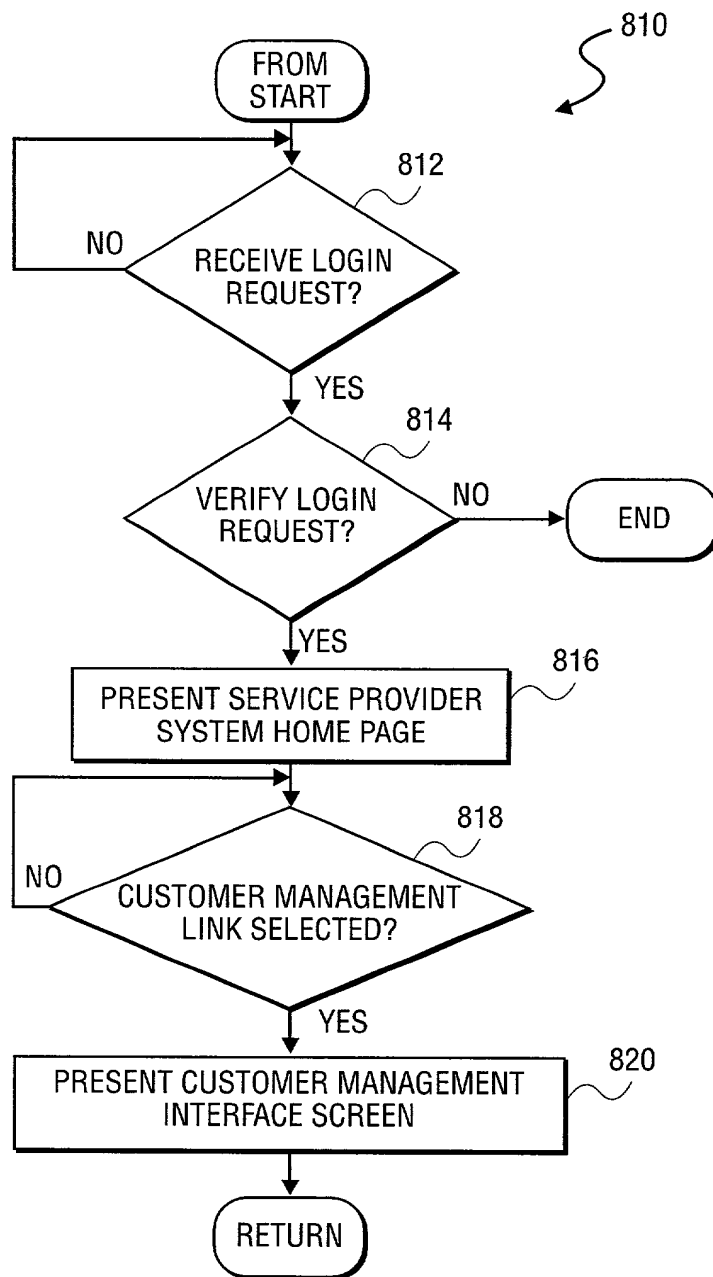


FIG. 9

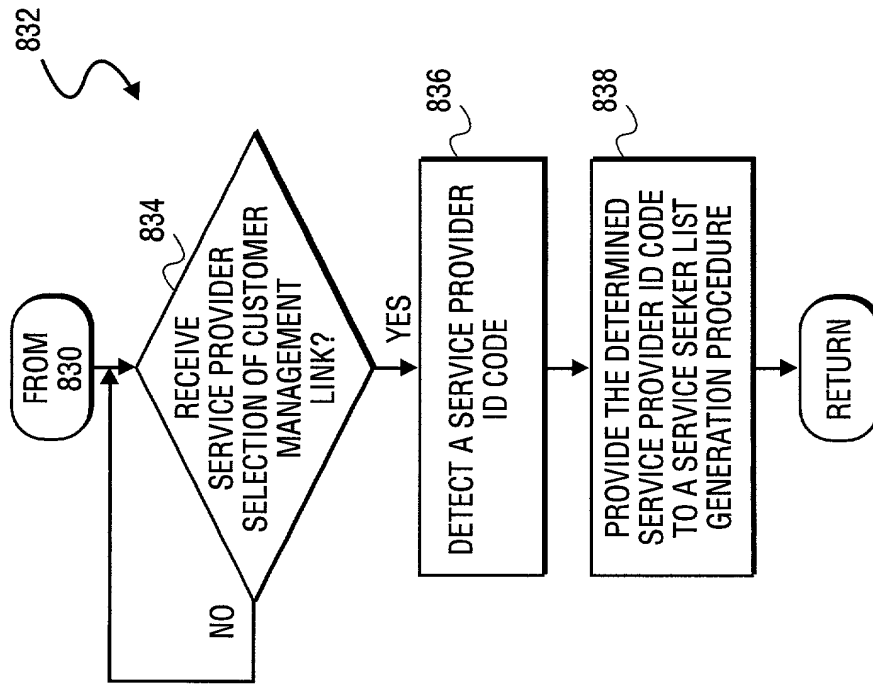


FIG. 10

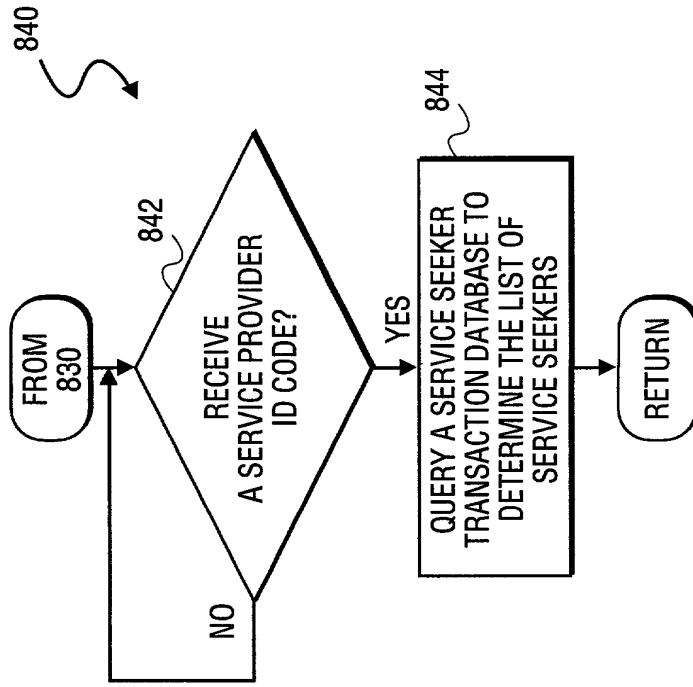


FIG. 11

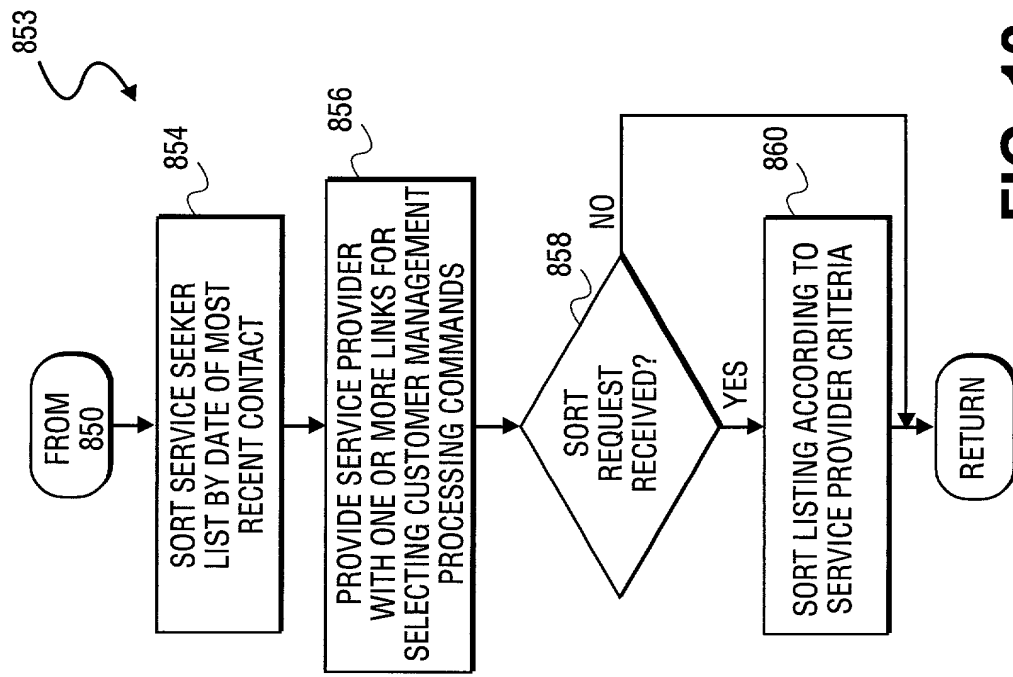


FIG. 12

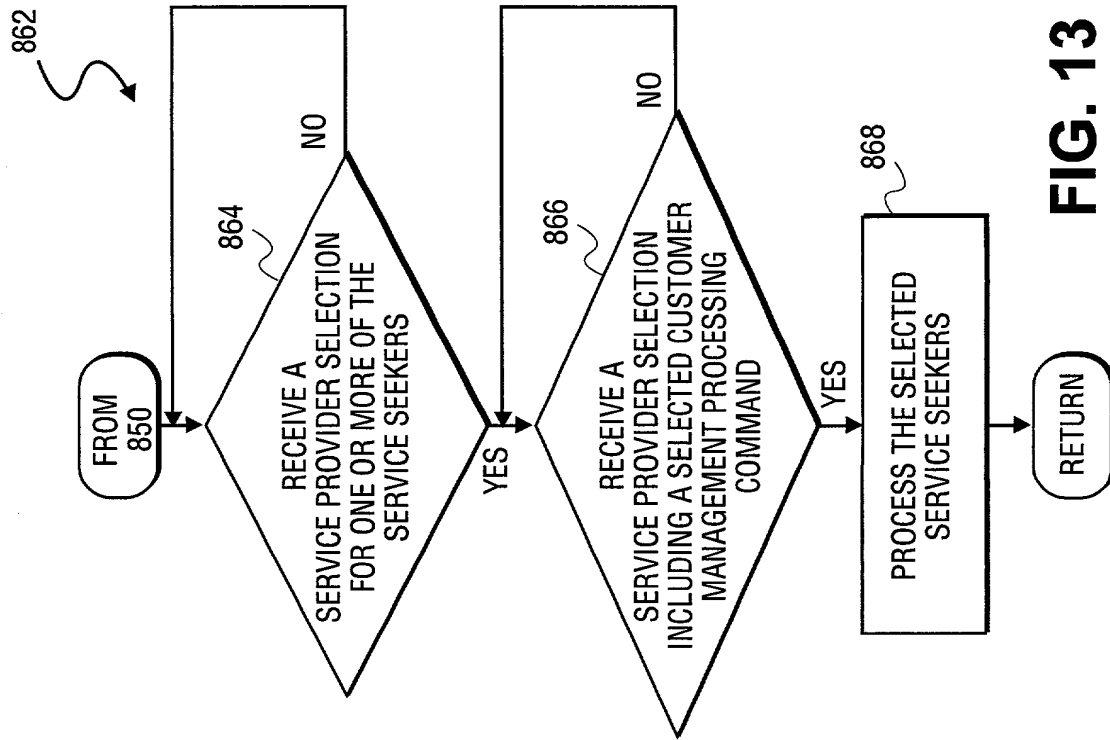


FIG. 13

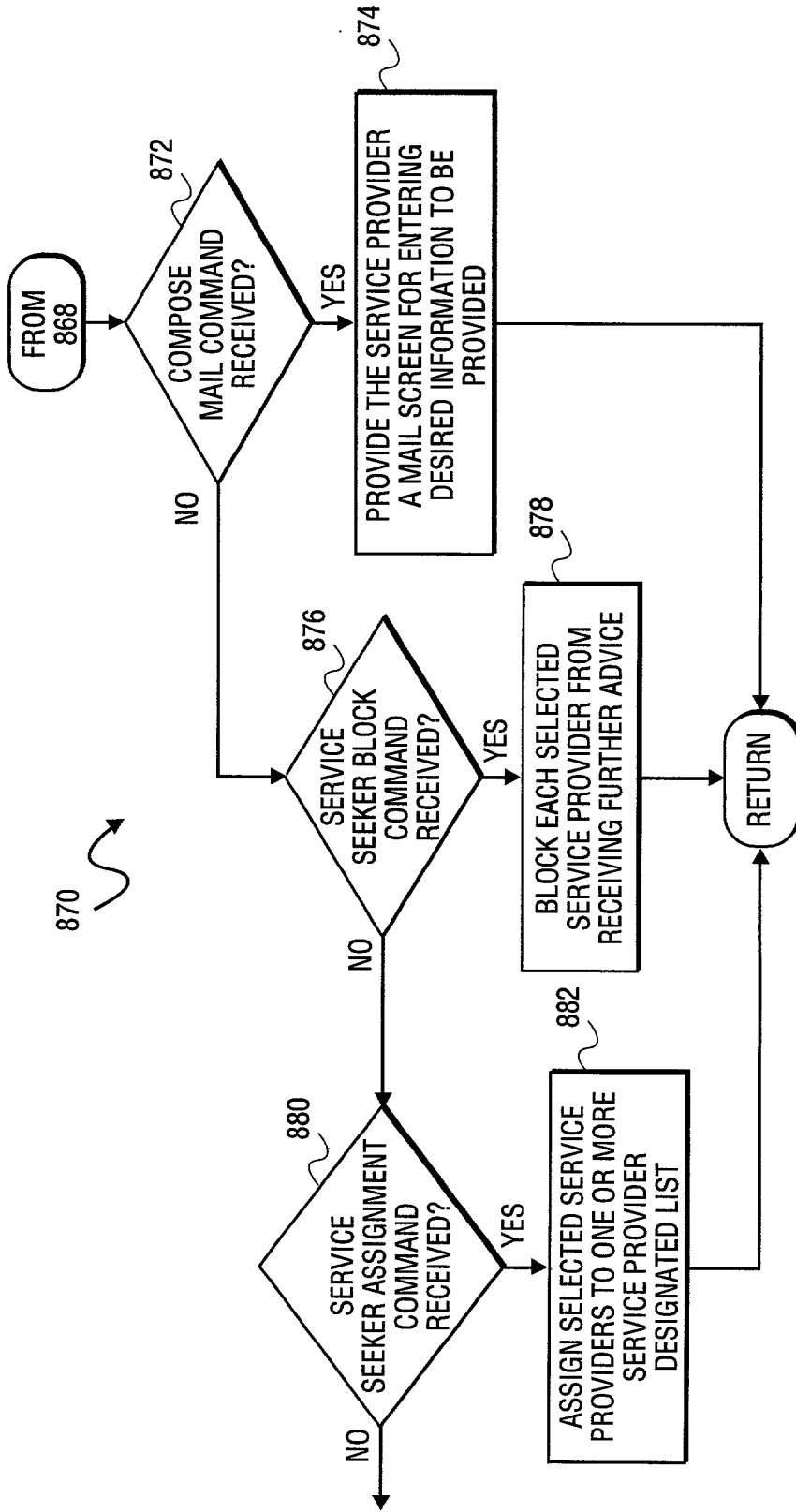


FIG. 14

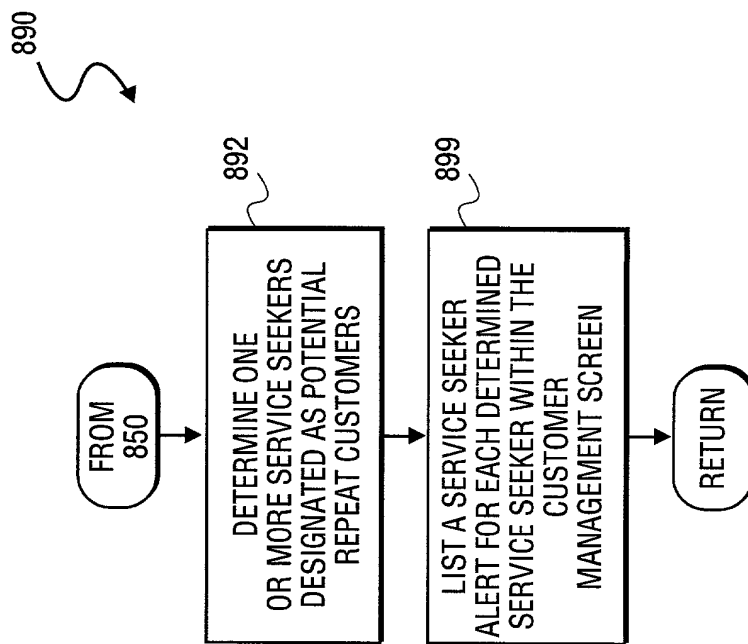


FIG. 15

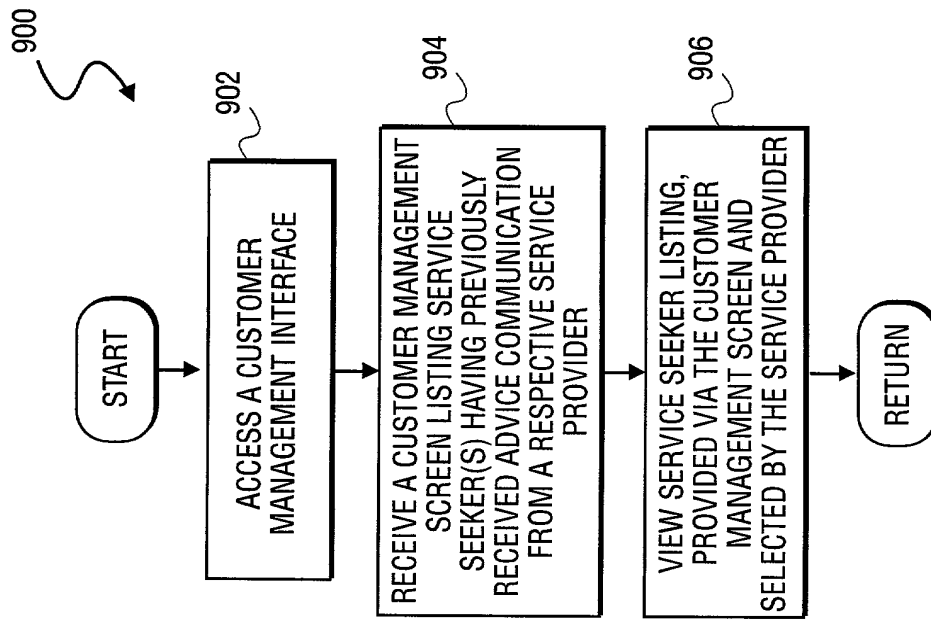


FIG. 16

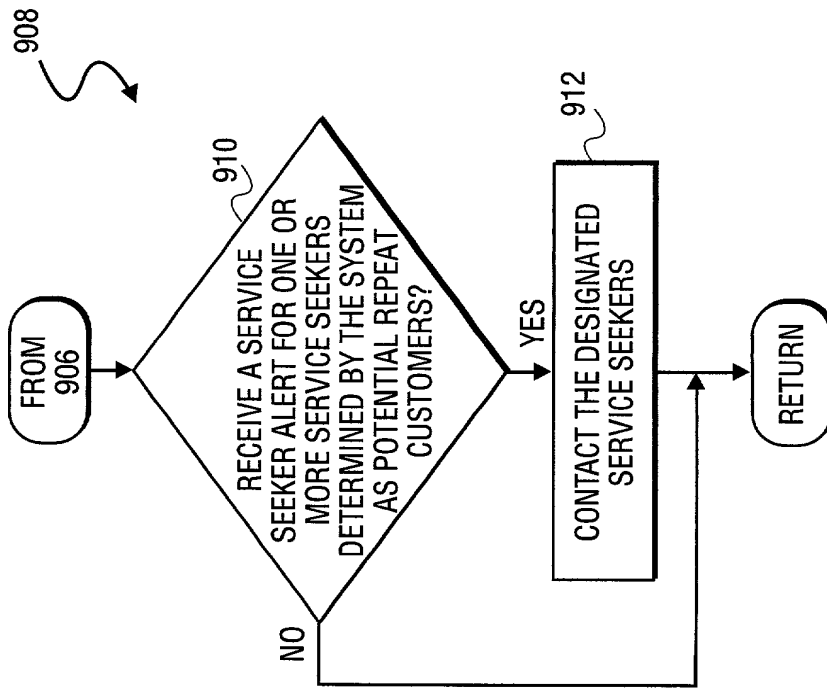


FIG. 17

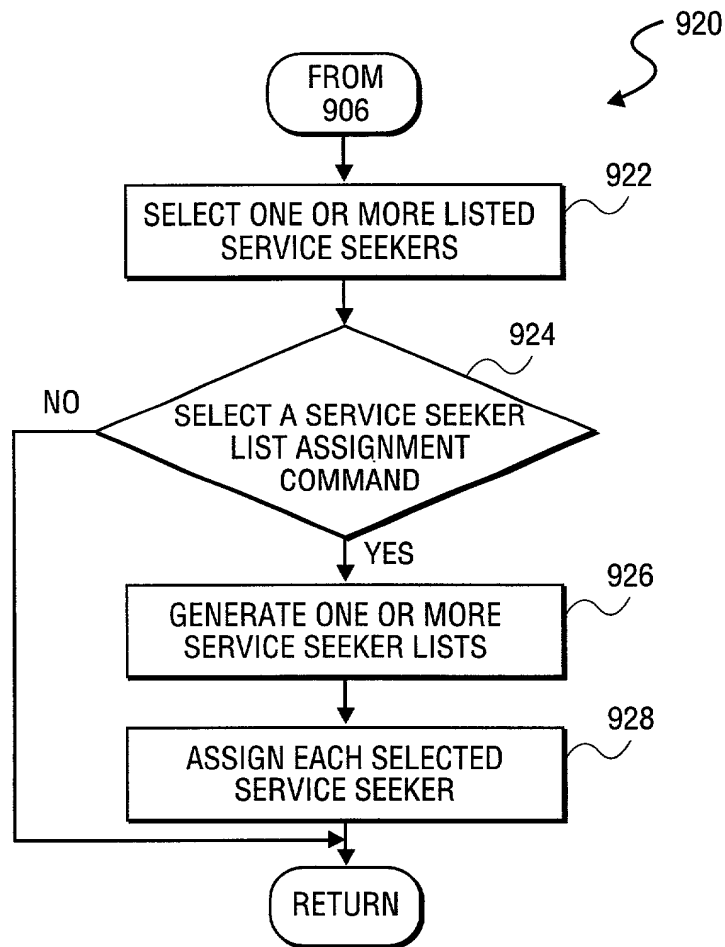


FIG. 18

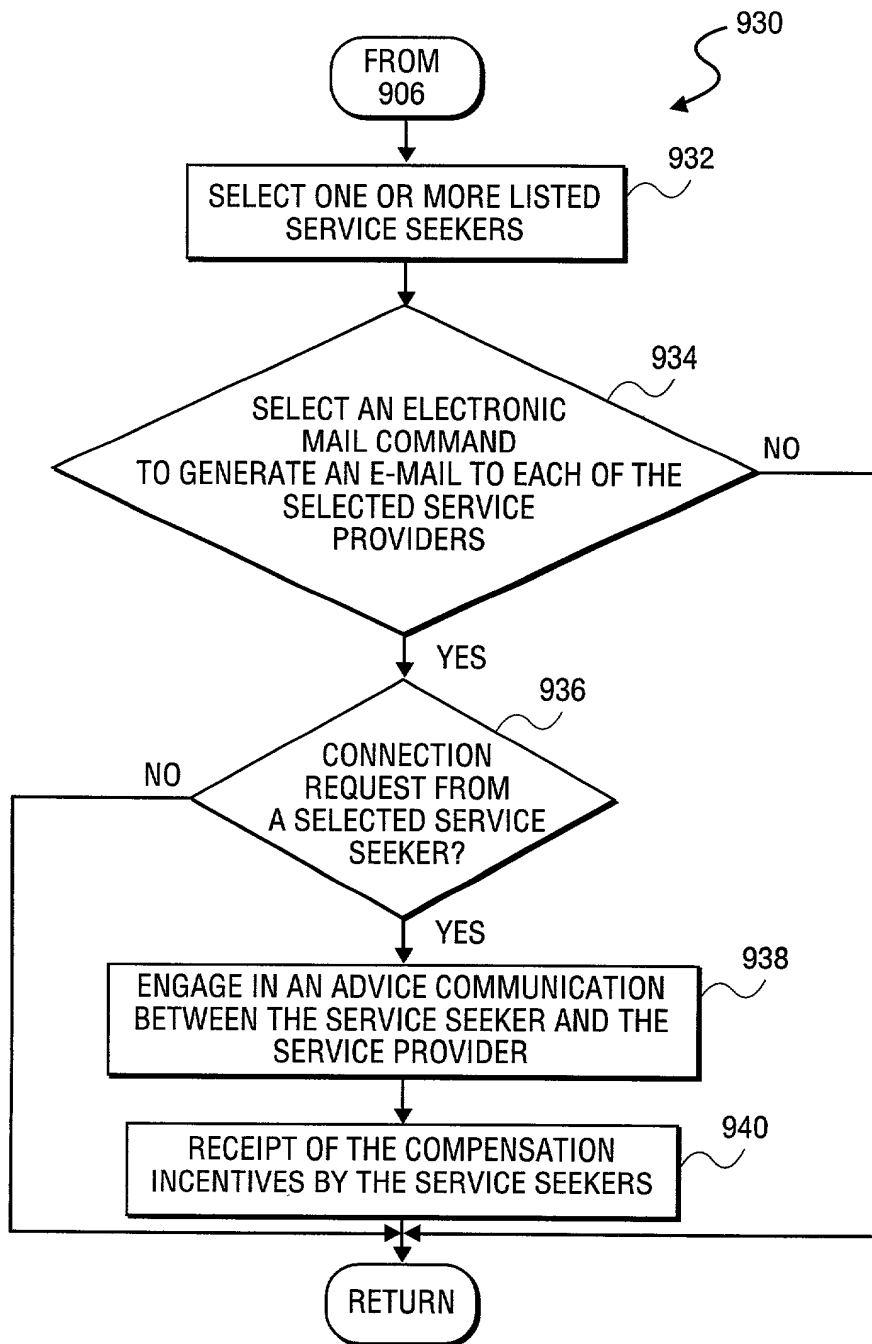


FIG. 19

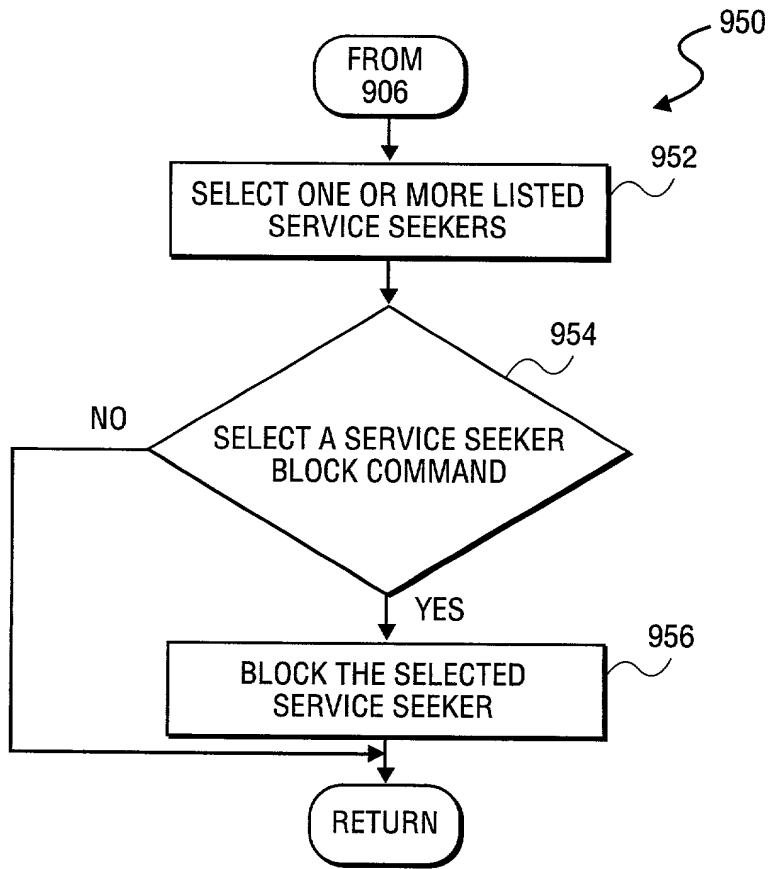


FIG. 20